



London City Island and Goodluck Hope Leaseholders' and Residents' Association

Committee Meeting Minutes – 24 November 2025

Attendees

Ashley Lumsden (Chair)
Harry Small (Secretary)
Toni Tolpo (Treasurer)
Vikash Jain
Greg Tirinelli
Delia O'Callaghan
Phil Gärtner
Sarabvijay Singh

The meeting was held in the LCI Social and started at 7.30pm.

1. **Apologies** were received from Mel, Christine, Sel, Peter and Neil. For lateness, Sarabvijay.
2. **Minutes** were approved.

Under matters arising, Sarabvijay reported that a skeleton draft of the next newsletter had been created. Committee members will be asked to provide relevant copy. Aim to finalise for print and email delivery in January.

3. **Service Charge budget for 2026**

- a. Ashley presented Neil's report on service charge. The average has been brought down from 8% to 4% which is close to the CPI target the RA has set. Neil also recommends looking at next year's budget for operational savings and efficiencies which was agreed by the committee. It was suggested that contractor call-out fees should be challenged as these seem high. Contractor costs overall should be challenged and benchmarked against industry costs. Another question is what work should be carried out in-house rather than contracted. We should ask for invoices to compare whether internal basic handyman jobs are being overcharged (example: £300 for posts for holding waste bins in the dog area).
- b. Management fees charged on a percentage basis do not incentivise BAML to keep costs under control. The committee also discussed its desire to be better involved in the tendering and management of contracts whether through BAML or Ballymore procurement.

4. **Meeting with BAML.** Ashley presented the report on the recent meeting with Dan Cross and Chris Watson. Committee members commented on the report with suggestions for issues to be taken up at the next meeting due in January.
- a. Serapis Lifts – Many repairs have not solved the reliability of the lifts particularly the one on the right. In recent months it has got stuck between floors and been out of service repeatedly. On too many occasions it falls and is saved by the emergency brake. Sometimes reports of problems are not dealt with properly. This issue will be taken to the January BAML meeting. Is this under warranty?
 - b. Modena's left lift has also had some difficulties.
 - c. Can we re-use furniture displaced from the bottom of Kent Building in the lobbies around Phase I buildings, which have no furniture in them?
 - d. It is important to know what is proposed for the new lockers, granted that they have been a source of complaint, consistently, in the past.
 - e. Committee members noted that there was still very little effort in either gym to police users' entitlement to be there.
 - f. There was some discussion about the BAML proposal for InPost lockers to relieve a little pressure on the Receiving House and to give access to deliveries 24/7. On the other hand, lockers will be open to anyone, not just LCI and GLH residents. This is subject to a survey and will be on a trial basis at one site. Agreed that this needs to come back to the Committee when the survey has been received.
 - g. We need to keep in touch with Ballymore as they proceed with the Lummo Peninsula development.
 - h. BAML Staff Changes – Chris Watson is moving to Royal Wharf. A replacement is being sought. Note: the replacement is now named. See email from Dan to accompany these minutes.
 - i. Can we put a blockage between the building and planters at the bottom of Kent Building as delivery people are misusing the space?
 - j. The issue of the railings sticking out into Lyell Street opposite the ENB building was raised. This is a matter for the commercial leases, and, unfortunately, they do permit the appropriation of a certain amount of space into the road.

5. Sub Committees and Focus Groups

- a. Gyms – Vikash talked to the report that had been circulated. More information and options needed on the future of the gym equipment. The problem of outside users persists. Group classes remain underused and poorly communicated. Questions about the role of gym staff and personal training have been asked. These issues will be raised with BAML as part of the business plans. The committee accepted BAML's proposal that only one gym, GLH, would be open on Boxing Day: GLH, later in the day (opening at 0800 adds to expenses as public transport is not running and non-public transport will be expensive). Guest passes to be discussed once pods are in.
- b. Quality of Service – looking forward to a report at the next committee meeting.

- c. Landscaping/Gardening – the committee noted the report and thanked everyone for their hard work.
 - d. Cinema – The committee heard that there is a Sky service and a MPLC licence. A range of options are being developed. The committee suggests that the cinema group develop options that have a number of fixed days in the week for communal films and other days for private hire. Details are awaited from Genesis.
 - e. Pets – the focus group has been set up to look for improvements to the dog exercise area and to consider rules as to dogs generally.
 - f. Legal – Group set up
 - g. Social – Mel reported through Harry about the Lockdown Room for the next social in January.
6. RA Online Communications. Ashley presented his paper (attached). Phil said he plans to make changes to his group. The paper was agreed.
7. AOB
- a. Winter Pride – 6/7 December at the Lantern Room and Lockdown Room.
 - b. Orchard Wharf – Meeting to be held to look at some JR proposals.
 - c. Christmas Lights – Sarabvijay suggested some outdoor Christmas lights. Ashley agreed to enquire about the previous lights.

The meeting closed at 9.30pm.

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BAML Update Meeting – 21 November 2025

Attendees

Ashley Lumsden RA Chair
Harry Small RA Secretary
Dan Cross – Property Director
Chris Watson – Property Manager

The meeting was held in the Management Suite, LCI and started at 4pm.

8. **Budget.** It was noted that the budget for service charge had been reduced down to an increase of 4.1% following the meeting with Sally-Ann, Neil Blanchard and Ashley Lumsden. Dan Cross is now looking at producing business plans to deliver the budget and can be reviewed with the RA in January.
9. **Service Charge balances** – LCI1 and GLH are complete and will be distributed with the service charge demands. LCI2 are still being worked on and the balances might be delayed to after the annual service charge demands. A summary by block and by year should be being provided. LCI1 is complete on this and the others are due.
10. **Uber Boats contact details** – Eric Reynolds of Trinity Buoy Wharf is the best contact they have. Dan will provide Reynolds's details to Ashley.
11. **Solar Panels.** Vince picked up the issue of solar panels on roofs. There are possible options for working on this. City Airport must be consulted. Another Ballymore scheme are considering this and a desktop feasibility study will be drawn up. Progress will be reported back at the meeting in January.
12. **Security on the Red Bridge.** CCTV cameras do cover the whole bridge. GDPR compliant signage is lacking but has been ordered and is being chased up. It will be put up in the next couple of weeks.
13. **Rat problem.** The measure rat infestation is how much rat bait is being eaten and this is now down to low levels. When Vince returns they will discuss reopening the GLH children's play area. The infestation outside Grantham House now has stronger rat poison in bait stations. However the issue persists. The Grantham bin store is proving a problem and proofing is not yet properly in place and continues. A question about whether a rat hole exists in the Thames Garden at Agar House will be investigated.
14. **The old Nebula restaurant** space is still proceeding and may open in the new year. Nail bar is nearly complete. Tower Hamlets have investigated use of the old Taylor's unit for reasons unknown possibly some sort of community space. All LCI2 commercial spaces are now fully under Ballymore control and no longer part of the JV arrangements. This should speed up reletting Soda & Friends, Yi Fang and Wood Studios.
15. **Dog Walking Area** – some positive feedback has been received from residents. The rule is now that dogs should be on leads outside the dog area and should not be on the grass, with

leads or not. The exercise area is for off-the-lead exercising. The RA is going to consult its members on feedback and suggestions for improvements in about six months. Dog bins have been moved away from being on trees.

16. **Kent Gym Refurbishment.** Second notice is going out at the end of November for the proposals, which are to be funded from the reserve funds. This means the work can be instructed after that but likely to start in the new year. The gym will be closed for five or so weeks. The pool will be drained and cleaned at the same time. The programme includes the refurbishment of the lounge area and concierge. Samples including work-benches will be shared with the RA in January. The system for entry through the pods is the same at Royal Wharf and will be face-ID. They will learn the lessons from the installation at Royal Wharf.
17. **GLH Gym Pods.** This will follow-on from the LCI gym works and will start with a Building Safety Act application. Installation should be more like a single week's closure.
18. **Gym Service.** They see the LCI gym refurb as a fresh start and a step change in the service offered to residents.
19. **Bollards.** These are due in the next two weeks and will be installed thereafter. However the Christmas period means there might be a delay to first week of January. Planters will also be installed. 60% of parking income comes into the service charge fund – about £70-80k annually.
20. **Railings in Lyell Street** Fences were permitted by the Ballymore commercial team and the area outside their shops are part of the leases given. The two nurseries cater to different age groups. Dan will feedback to Ballymore Commercial about our concerns. Chris will raise cleaning with the tenant.
21. **Parcel Lockers.** There is demand from residents for lockers as an alternative. However they will be usable by people from outside the estate. The lockers could be battery powered and could be colour matched to the external colour of the buildings. They are zero cost and zero maintenance and produce a small income for service charge. 13,191 parcels have been received in November this year. 1,426 are currently held awaiting for collection in the two parcel rooms. This will now be progressed with inPost.
22. **Body-worn Cameras.** The security staff have these and they record video and sound. They are not on by default and are switched on by staff
23. **Limmo Peninsular.** New Ballymore developments are run by BDML Ballymore Developments Limited. They will be passed the RA details.
24. **Advertising Screens.** Do they track footfall? Dan agreed to check whether the screens track any personal data such as wifi.
25. **Filming on the Estate.** A number of requests have been received to film on the estate by residents. This is being granted. But exclusive use must be charged and goes into the service charge budget.
26. **Chris Watson** will move to Royal Wharf. The RA thanked him for his work and wished him well in his new role.

The meeting closed at 5.30pm.

B: Meeting with Anna, Gym Manager

Minutes of Meeting – Gym Review with Gym Manager Anna

Date: 17 November 2025

Time: 10:30 AM – 12:00 PM

Attendees: Anna, Harry, Toni, Vikash

1. Upcoming Gym Makeover

- Anna confirmed that both LCI and GLH gyms will undergo a full refurbishment in the coming months (dates not finalised).
- Renovation will take approximately 5 weeks per gym and will be done one gym at a time so residents can continue using the other gym.
- Planned improvements include:
 - New flooring
 - New equipment
 - General layout improvements
- LCI Gym is owned by us; GLH Gym equipment is currently on lease.

2. Equipment Strategy (LCI & GLH)

- LCI Gym (~10 years old): plan to trade old Technogym equipment for new units with additional cost.
- GLH Gym: decision between leasing (~£5,000/month) or purchasing (~£200k–£400k plus insurance).
- Anna recommended leasing for faster service, quicker replacements, and fewer maintenance issues.
- Anna will meet with Technogym on 18 November 2025 to obtain a proposal for both gyms and will share for RA input.

3. Equipment Alignment Between Gyms

- Some equipment will be consistent across both gyms for resident familiarity.
- Other equipment will differ to provide more variety and cover a wider range of muscle groups, considering limited space.

4. GLH Group Class Studio – Glass Installation

- Suggestion to install mirrors/glass panels in the GLH group class area was discussed.
- Anna agreed to include this in the renovation.

5. Group Classes – Low Turnout & Improvements

- Attendance at GLH group classes is currently low; improvement is required.
- Anna will share data for the past 6 months (attendance, cancellations, and details).
- Agreed actions:
 - Standardise class duration to 45 minutes (industry standard).
 - Share the schedule for team suggestions.
 - Add communication features in LCI Life App to clearly indicate cancellations.
 - Continue sending notification emails for last-minute changes.
 - Work with her team to reduce trespassing in class areas.

6. LCI Life App Improvements

- App to provide more clarity on:
 - Class cancellations
 - Class status
 - Schedule visibility
- Anna agreed to coordinate app updates with her team.

7. Locker Issues (LCI & GLH)

- Long-pending locker issues discussed.
- Plan to replace lockers during renovation with durable options using:
 - Padlocks, or
 - £1 coin-return mechanisms
- Goal is to minimize technical failures and reduce maintenance costs.

8. Gym Holiday Opening Plan (Christmas & Boxing Day)

- Anna requested closure of both gyms due to staff and transport issues.
- Agreed compromise:
 - GLH Gym remains open with reduced hours.
 - Opening around 11 AM when public transport resumes.

9. Financials & Documentation

- Anna will share:
 - 2024 gym budget (spending breakdown)
 - Technogym refurbishment proposal
- Helps RA and BALM plan future gym investments.

10. Overall Agreement

- Gym should remain functional and useful for the majority of residents.
- Avoid overly advanced/niche equipment that serves only a few users.

11. Next Steps

1. Harry to share Vikash's and Toni's email with Anna so she can provide all requested details to the group.
2. Anna to share Technogym refurbishment proposal for input.
3. Anna to provide past 6 months group class data and schedule.
4. RA/BALM to review equipment alignment for variety and space efficiency.
5. Anna to coordinate LCI Life App updates regarding group classes
6. Plan locker replacement with durable, low-maintenance options
Finalise Christmas/Boxing Day operational plan for Gyms.

C: Landscaping/Gardening Meeting C Watson

Notes of Meeting Chris Watson/Christine Hatt/Yua Haw Yeo/Harry Small (Owen absent through ill health)

20/11/25 Kent Building Space

General questions from CH and YH:

What is Greenmantle's contracted hours and obligations?

Who has oversight of them / approval of work standard / accountable to whom?

No follow up from last walkaround. Why not?

RA & Owen for overview and plans, zones for LCI / GLH

Particular issue with pruning of certain trees. They are expensive and not to be pruned by amateurs.

Other issues: CW says good feedback from residents. CH says respondents not always best placed to decide.

CW background info:

May 2025: brought in GM. Lots of ad hoc work. On back foot a bit. Before they were sacked Nurture cutting back on work as they knew they'd be sacked.

Had to throw money at it in summer. Owen stretched as responsible for all of Ballymore landscaping in UK.

CW has a meeting with Owen every two weeks. YH/CH offered to attend some

GM summer project. New mulch put in place but was going to cover high footfall places only. Too expensive to do that to all development. They use wood chip sometimes eg behind Amelia. Rest is recycled waste which is free. Trees cut down and recycled.

No summer planting this year. GM had enough work to do to remove lots of Nurture leftovers and that all happened over summer.

They will start on the bits omitted from Nurture's contract next week.

Looking at cheaper source of mulch, plants etc., not via GM. YH to give CW contact details (eg Royal Parks for free mulch).

General Issues

- Liriope not being split and propagated – saves money – but in autumn or spring – not next week as Bartek says (expediency)
- GM hours (3 FTEs) reduced in winter but restored now
- Riverside beds (in hand next week – H&S in hand)

- Dog area. 2 bins now. Problem with tying bins to tree – cuts into tree. New post may be better issue of short term cost of post versus long term cost versus long term cost of damaged tree. CW check cost of post: ?£300+
- Gate not hung right – in hand
- Smells – wait for complaints if any
- Branches pruned but not cut out dead branches.
- Bartek creates zones and CW reviews. Hermish supervises.
- Some GM labourers unable to recognise what the plants are.-Some healthy plants removed (this a matter for Owen).
- Residents can't give instructions to operatives.
- City Island Way behind Grantham sedges they have been told not to prune – Owen will tell them when exactly
- We want to know the zones are. CW will see if he can give the zone plan
- NB landscape gardeners ie labours are for aesthetics at a distance not horticultural precision. A matter of balance and short term gain.
- GM doing a new free tree survey.
- Long grass in Botanic Square to be dealt with.
- Newer trees to be kept in check where they get too big and need expensive treatment.
- Staffing: worry if Hermish not around. Very poor stand-in: had to replace area of Botanic Sq grass they accidentally sprayed weedkiller on. Not an isolated incident of poor standards of work

Re contracts: mainly T&M but some KPIs. CW does not have sight of provisions of contract! HS: this is bad practice.

Rescheduled meeting with Owen provisionally fixed for 4/12/25

D: Film Options

Option	Detail	Pro's	Con's
1	<p>Remove MPLC licence & Sky</p> <p>Under this scenario, with no licence, the cinema would only be available for private hire</p>	Saves c £20k on service charge every year	Whilst available for hire, diminishes the overall resident amenity offer
2	<p>Retain both MPLC lisc and Sky</p> <p>Combo of screenings and private hire</p> <p>Reduce the public screenings to 3-4 per week based on the days that are most popular – screenings are on fixed days</p> <p>Introduce private hire on the other 3-4 days per week.</p>	<p>Retains c 50% of the screenings for all residents</p> <p>Introduces flexibility for screenings on other days</p>	Overheads for the licence and Sky
3	<p>Retain both MPLC lisc and Sky</p>	More flexibility for private hire	Potential for reduced screenings for all residents depending on the number
	<p>Combo of screenings and private hire</p> <p>Prioritise hires over screening days</p> <p>Make the cinema available for hire and if not booked say 2-weeks / 10 days in advance, then screenings are made available for all residents</p>	More revenue back to the service charge/cinema account	Overheads for Sky and licence.

4	Resident hosted screenings Set up a rota of people willing to share their own subscription logins/operate the cinema. Announce that tonight's film is courtesy of "insert name here" Would become free or nominal cost	Saves on costs by removing Sky and MPLC Wide range of streaming services – depending on what people have subscribed too	Needs on-going rota of willing residents Need to check the legality – once 'advertised' then possibly would constitute a public screening.
5	Genesis films Written proposal to be supplied this week. Will circulate.	TBC	TBC

Other points

- **Change the time:** Feedback for our initial consultation tells us the films are a bit early so propose that the daily movie time to start at 8:00 PM
- **Extend the hours:** Given the cinema is soundproof, we propose to extend hiring hours until 12:00 midnight instead of 10:00 PM to encourage more bookings and revenue.
- Whilst the options above suggest 'stick with Sky', we can continue on-going work to find something else and switch it out (it's not explicitly mentioned, but certainly not off the table)
- We've not mentioned the 'film fest' type ideas – suggest that if we can make the concept work, then we do that regardless of any option above and we can work together to pull it off
- We feel more can be made to publicise the films and also the 'for hire' – i.e. via the Ap and the Ad screens in the buildings.
- I spoke to someone on the RA at Embassy Gardens, another Ballymore development. Key points, they only do 1 or 2 screenings per week, with the rest available for hire and of the days available for hire, there's 85% take up. Also, when they do any 'special events' – that is their most popular uptake for nights which are open to all.

Key Information About GLH Cinema

1. The cinema has 30 seats and costs £30 to hire.
2. GLH already has Apple TV, which allows residents to log in with their own subscriptions (Netflix, Amazon Prime, Paramount+, etc.).

3. We currently have an MPLC licence and Sky, which allow us to show movies and sports channels.
4. What is the MPLC Blanket Licence?

MPLC provides legal permission to show copyrighted films/TV content in a public setting (like our cinema).

It allows unlimited viewings without reporting requirements.
5. Is MPLC required?

Yes & No — for private screenings (i.e. for hire) we don't, but as soon as we advertise anything or its available outside of our household then yes.
6. MPLC Cost:

Approximately £6–£8 per household per year.
7. Sky Cost:

Around £12,000 per year.